

Support Admin Tools & Announcement Banner for Jira Cloud

General Information

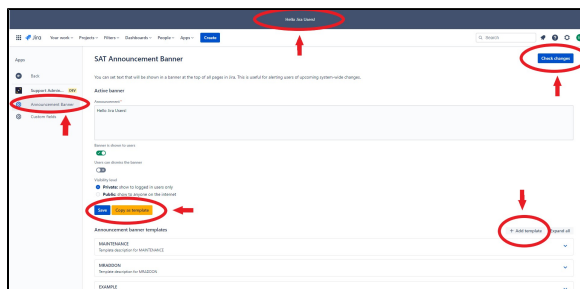
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Support Admin Tools & Announcement Banner for Jira Cloud

by [MrAddOn®](#) by [TecnoFor](#)

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Cloud



Paid



Help in some typical admin actions

Description

With this Jira Cloud add-on your Jira Administrators will get super powers!

This is an App extension for your Jira Cloud to help in some typical admin actions, like **know the customfield id's** or to configure an **Announcement Banner** to your Jira Cloud Users!

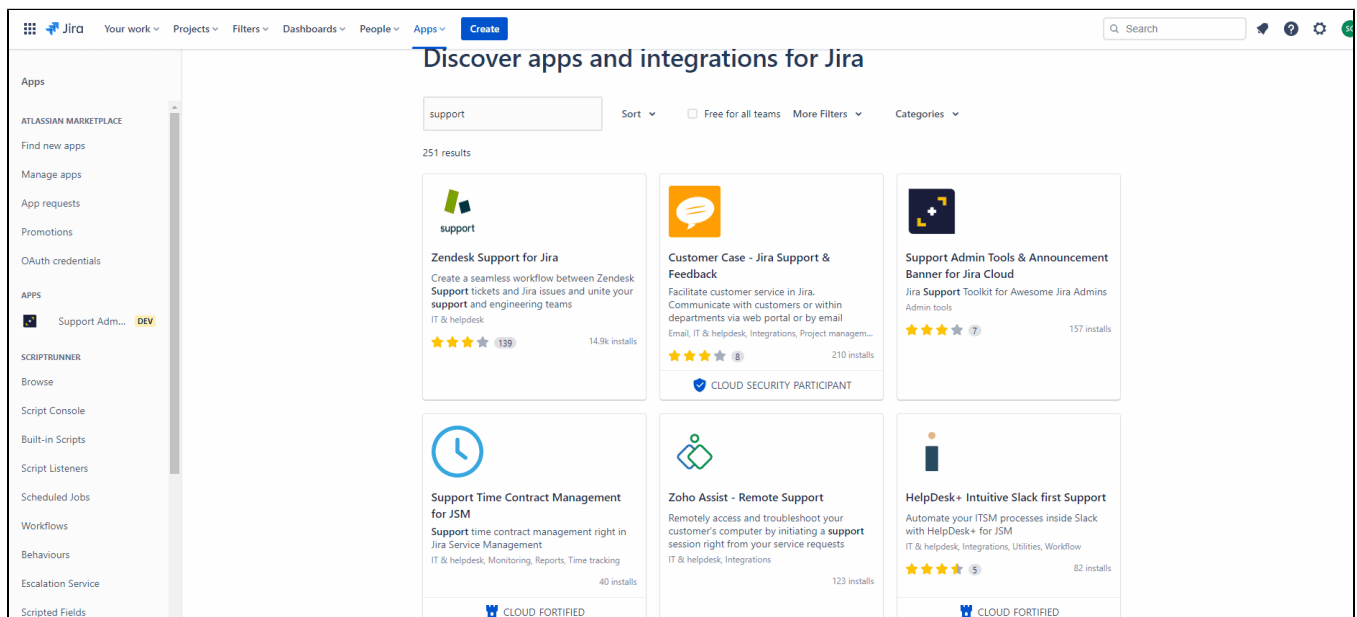
No configuration is needed; only install it, that's all! Plug'n'play.

And new features to come!

1-minute short video summary:

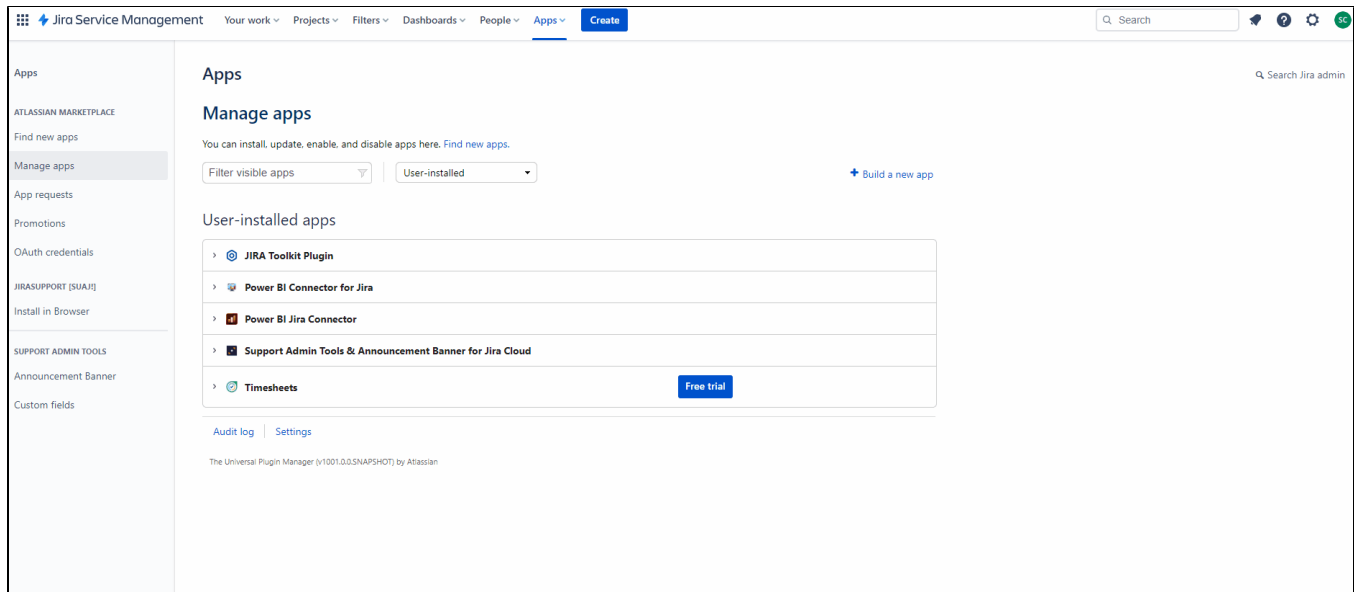
Install addon

Just follow the following GIF for the install process. Only few clicks and addon will be installed in cloud instance.



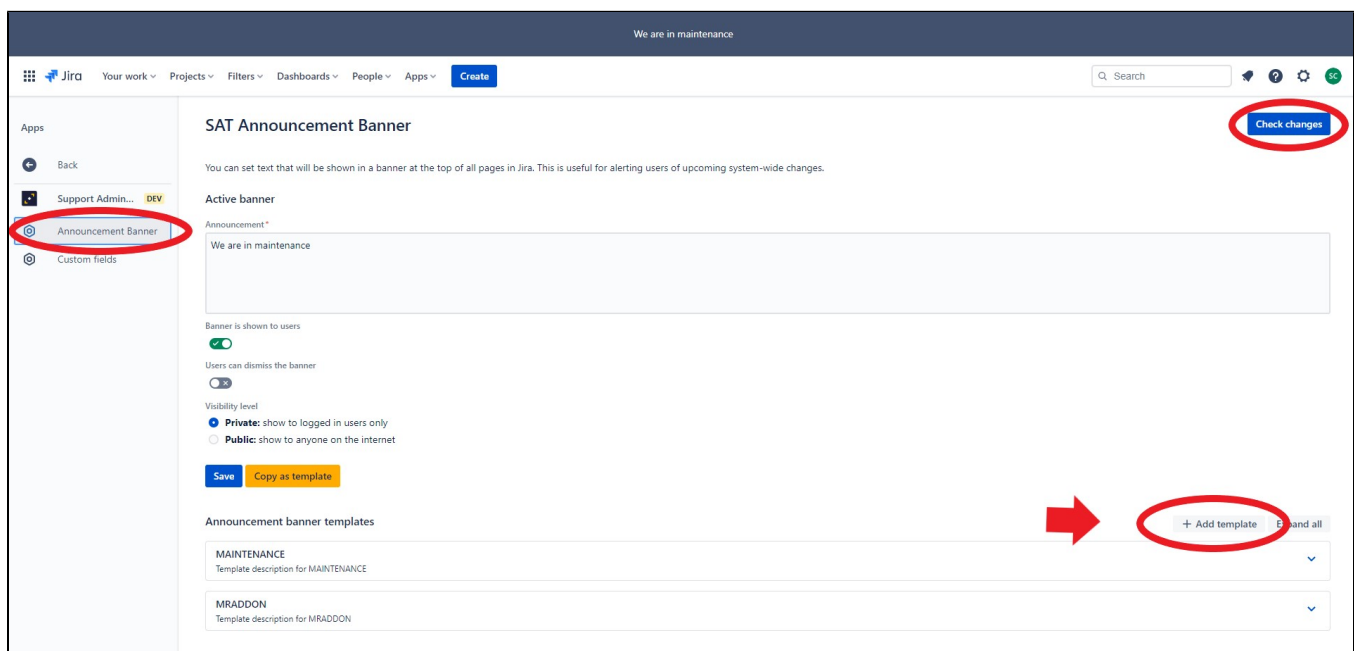
General Configuration

No Configuration is needed, as shown in following GIF

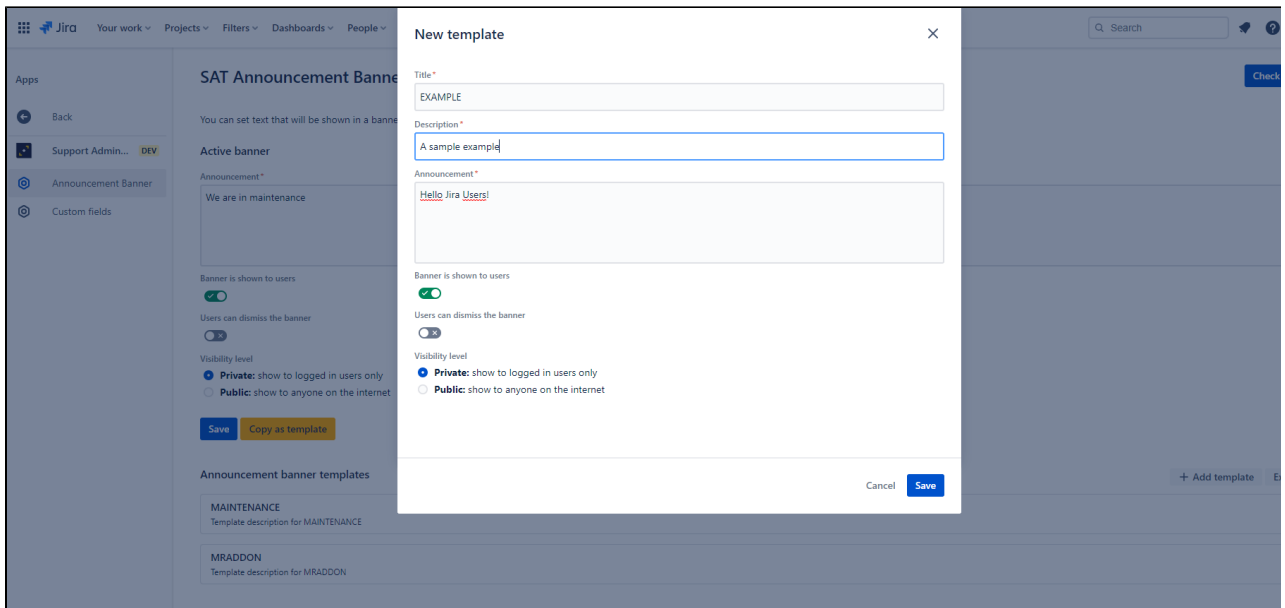


➤ Create an Announcement Banner to be shown to your users

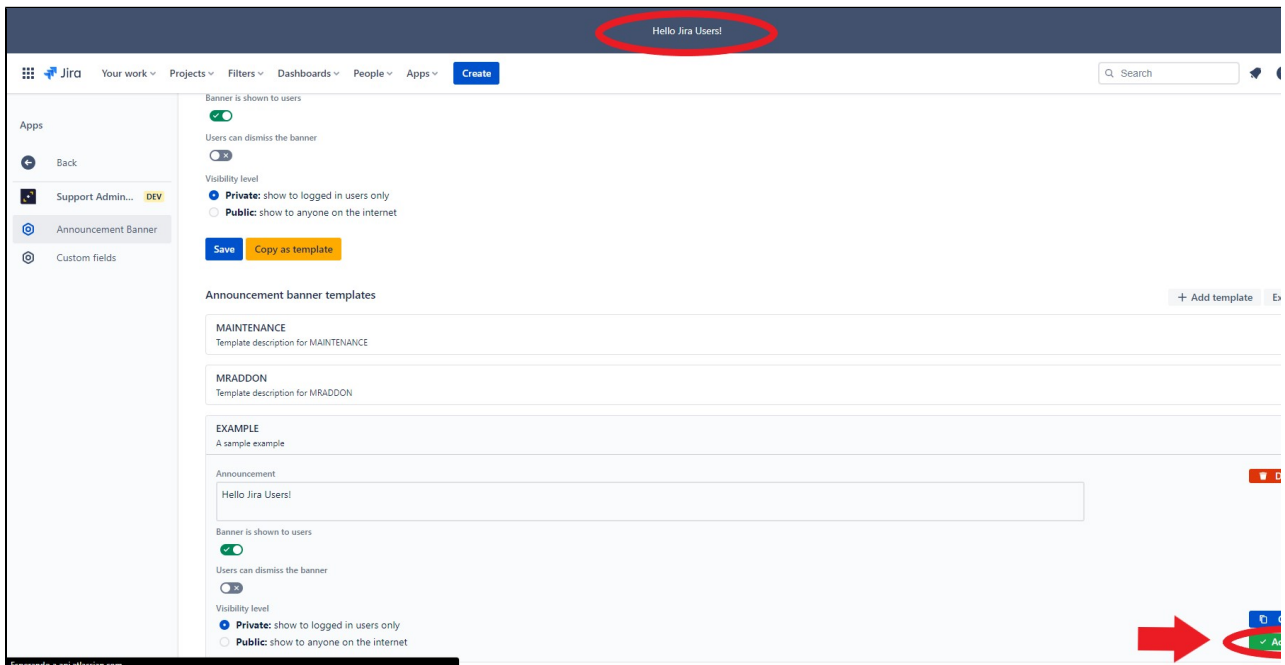
Go to “Apps” “Support Admin Tools” : “Announcement Banner” option



Push the button “Add template”, then add the content and put a “summary name” to your announcement.



Now just **"Save"** and **"Activate"** to be shown to your users!

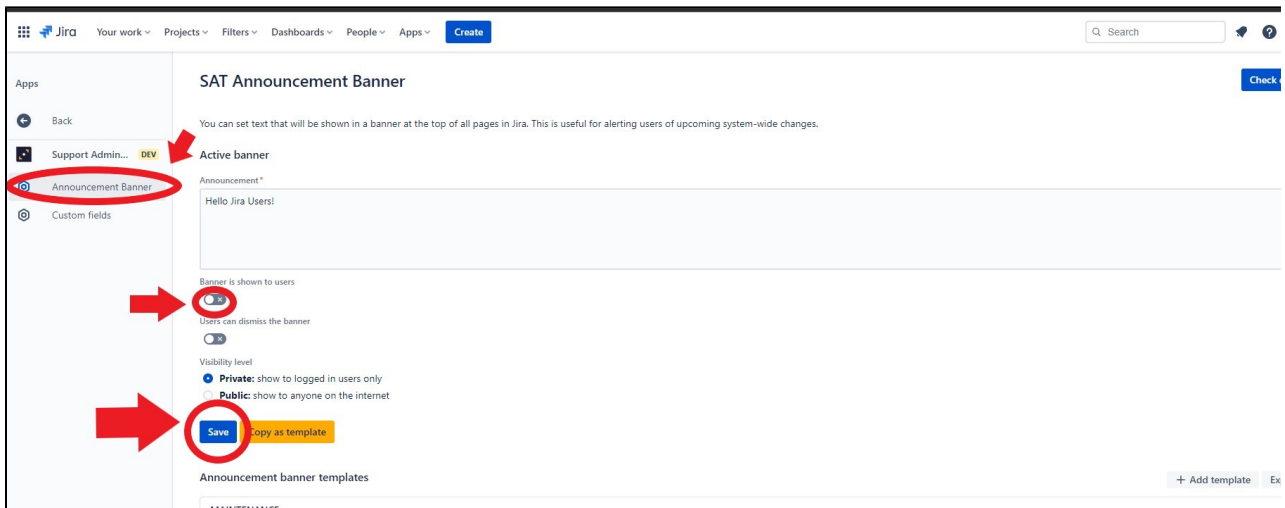


(Remember to always push the button Check change or refresh page to see the changes!)

➤ Disable the Announcement Banner

Go to **"Apps"** **"Support Admin Tools"** : **"Announcement Banner"** option

Open the **active template** and then deactivate the option **"Banner is shown to users"** and click **"Save"**, the announcement banner will be disabled



➤ Feature: Custom fields

Go to “Apps” “Support Admin Tools” : “Custom fields” option

Id	Name	Type	Screens and contexts	Projects	Last used
10533	Account LOCKED Tempo Account Custom Field	? Unknown Raw type: Option2	2 screens, 1 context	1 project	Not tracked
10122	Approvals LOCKED Provides search options for JIRA Service Desk approvals information. This custom field is crea...	⚡ Approvals Raw type: Sd-approvals	1 screen, 1 context	1 project	Not tracked
10538	Approver groups Contains groups of users needed for approval. This custom field was created by Jira Service ...	👥 Group Picker (multiple groups) Raw type: Array	1 context	None	No information
10132	Approvers Contains users needed for approval. This custom field was created by JIRA Service Desk.	👤 User Picker (multiple users) Raw type: Array	11 screens, 1 context	3 projects	Apr 10, 2019
10529	CAB Change Advisory Board members	👤 User Picker (multiple users) Raw type: Array	2 screens, 1 context	1 project	No information
10544	Category LOCKED Choose a category using a popup picker window.	? Unknown Raw type: Option	53 screens, 24 contexts	23 projects	Not tracked
10513	CC	👤 User Picker (multiple users) Raw type: Array	3 screens, 1 context	1 project	No information
10519	CC2	👤 User Picker (multiple users) Raw type: Array	2 screens, 1 context	1 project	May 14, 2019
10405	Change completion date Specify the completion time for the change request	🕒 Date Time Picker Raw type: Datetime	2 screens, 1 context	1 project	No information
10528	Change managers Contains the change managers for the change management process.	👤 User Picker (multiple users) Raw type: Array	1 screen, 1 context	1 project	No information
10403	Change reason Choose the reason for the change request	🗳 Select List (single choice) Raw type: Option	2 screens, 1 context	1 project	No information
10402	Change risk	🗳 Select List (single choice) Raw type: Option	2 screens, 1 context	1 project	No information
10404	Change start date	🕒 Date Time Picker	2 screens, 1 context	1 project	No information

In this view you will easily see the **ID of the customfields** that are so difficult to see in Jira Cloud and are so necessary for the development of integrations.

➤ And... New features to come this 2023!

Release Notes

- 2022-07-18 New version released with new features:
 - Announcement Banner to users, configurable by Jira Admins in Cloud
 - Custom fields view in order to see easily ID's of the customfields
 - The old plugin of the browser can be removed at this moment, but probably in the future will be reused to continue the Support Admin Tools App development.
 - 2023-05-01 Now the App has been refactorized in Forge and Highly securized with Cloud Fortified insignia
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